Enterprise Incident Report May 2012

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Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Governor's Office	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Campus Networking	Jordy Davis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	7 7	7 7
		Assigned to Individual Total	0 0	7 7	7 7
	Help Desk	Julie VanBeekum	1 1	1 1	2 2
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	1 1	2 2	3 3
	Metro A Desktop Support	Robert Wall	0 0	6 5	6 5
		Assigned to Individual Total	0 0	6 5	6 5

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			High	Low	FCR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0	3 3	3 3
		Liz Evans	0 0	1 1	1 1
		Assigned to Individual Total	0 0	4 4	4 4
	Metro B Help Desk	Val Shepherd	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro D Desktop Support	Eldon Jenson	0 0	1 0	1 0
		Michael Schmidt	0 0	2 0	2 0
		Philip Henderson	0 0	3 2	3 2
		Assigned to Individual Total	0 0	6 2	6 2
	Metro D Help Desk	Doug Brown	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro D Hosting	Sean McMillan	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Engineering	Julie Johnson	0 0	1 0	1 0

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Governor's Office

			High	Low	FCR Total
Governor's Office	Voice Engineering	Assigned to Individual	0	1	1
		Total	0	0	0
	Voice Operations	Gail Christiansen	0	1	1
			0	0	0
		Assigned to Individual	0	1	1
		Total	0	0	0
	Voice/Data/WAN Services	Mike Johnson	0	2	2
			0	0	0
		Assigned to Individual	0	2	2
		Total	0	0	0
	Assigned Group Total		1	34	35
			1	22	23
Customer Company Total			1	34	35
			1	22	23

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Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
Governor's Office	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Campus Networking	Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Capitol Desktop Support	Chad Poll	0 0	7 0	7 0
		Assigned to Individual Total	0 0	7 0	7 0
	Help Desk	Julie VanBeekum	1 0	1 0	2 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	1 0	2 0	3 0
	Metro A Desktop Support	Robert Wall	0 0	6 0	6 0
		Assigned to Individual Total	0 0	6 0	6 0

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Governor's Office

			High	Low	MIR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0	3 0	3 0
		Liz Evans	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Eldon Jenson	0 0	1 0	1 0
		Michael Schmidt	0 0	2 0	2 0
		Philip Henderson	0 0	3 0	3 0
		Assigned to Individual Total	0 0	6 0	6 0
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Hosting	Sean McMillan	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Engineering	Julie Johnson	0 0	1 0	1 0

Governor's Office

			High	Low	MIR Total
Governor's Office	Voice Engineering	Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	Mike Johnson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	34 1	35 1
Customer Company Total			1 0	34 1	35 1

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTIR Total
Governor's Office	Application Services	Tony Larsen	0 0.00	1 0.84	1 0.84
		Assigned to Individual Total	0 0.00	1 0.84	1 0.84
	Campus Networking	Jordy Davis	0 0.00	1 7.71	1 7.71
		Assigned to Individual Total	0 0.00	1 7.71	1 7.71
	Capitol Desktop Support	Chad Poll	0 0.00	7 0.00	7 0.00
		Assigned to Individual Total	0 0.00	7 0.00	7 0.00
	Help Desk	Julie VanBeekum	1 0.00	1 0.00	2 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	2 0.00	3 0.00
	Metro A Desktop Support	Robert Wall	0 0.00	6 0.04	6 0.04
		Assigned to Individual Total	0 0.00	6 0.04	6 0.04

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Governor's Office

			High	Low	ATTIR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0.00	3 0.00	3 0.00
		Liz Evans	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Eldon Jenson	0 0.00	1 0.18	1 0.18
		Michael Schmidt	0 0.00	2 0.52	2 0.52
		Philip Henderson	0 0.00	3 0.09	3 0.09
		Assigned to Individual Total	0 0.00	6 0.25	6 0.25
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Hosting	Sean McMillan	0 0.00	1 0.36	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	1 0.36
	Voice Engineering	Julie Johnson	0 0.00	1 0.00	1 0.00

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Governor's Office

			High	Low	ATTIR Total
Governor's Office	Voice Engineering	Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.26	1 0.26
		Assigned to Individual Total	0 0.00	1 0.26	1 0.26
	Voice/Data/WAN Services	Mike Johnson	0 0.00	2 0.32	2 0.32
		Assigned to Individual Total	0 0.00	2 0.32	2 0.32
	Assigned Group Total		1 0.00	34 0.34	35 0.33
Customer Company Total			1 0.00	34 0.34	35 0.33

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Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MR Total**
Governor's Office	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Campus Networking	Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Capitol Desktop Support	Chad Poll	0 0	7 0	7 0
		Assigned to Individual Total	0 0	7 0	7 0
	Help Desk	Julie VanBeekum	1 0	1 0	2 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	1 0	2 0	3 0
	Metro A Desktop Support	Robert Wall	0 0	6 0	6 0
		Assigned to Individual Total	0 0	6 0	6 0

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Governor's Office

			High	Low	MR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0	3 0	3 0
		Liz Evans	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Eldon Jenson	0 0	1 0	1 0
		Michael Schmidt	0 0	2 0	2 0
		Philip Henderson	0 0	3 0	3 0
		Assigned to Individual Total	0 0	6 0	6 0
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Hosting	Sean McMillan	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Engineering	Julie Johnson	0 0	1 0	1 0

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Governor's Office

			High	Low	MR Total
Governor's Office	Voice Engineering	**Assigned to Individual Total**	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	Mike Johnson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	34 1	35 1
Customer Company Total			1 0	34 1	35 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Governor's Office	Application Services	Tony Larsen	0 0.00	1 0.85	1 0.85
		Assigned to Individual Total	0 0.00	1 0.85	1 0.85
	Campus Networking	Jordy Davis	0 0.00	1 9.96	1 9.96
		Assigned to Individual Total	0 0.00	1 9.96	1 9.96
	Capitol Desktop Support	Chad Poll	0 0.00	7 0.00	7 0.00
		Assigned to Individual Total	0 0.00	7 0.00	7 0.00
	Help Desk	Julie VanBeekum	1 0.00	1	2 0.00
		Vicky Marrelli	0 0.00	1 0.78	1 0.78
		Assigned to Individual Total	1 0.00	2 0.78	3 0.39
	Metro A Desktop Support	Robert Wall	0 0.00	6 0.12	6 0.12
		Assigned to Individual Total	0 0.00	6 0.12	6 0.12

Governor's Office

			High	Low	ATTR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0.00	3 0.03	3 0.03
		Liz Evans	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.02	4 0.02
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Eldon Jenson	0 0.00	1 2.74	1 2.74
		Michael Schmidt	0 0.00	2 1.23	2 1.23
		Philip Henderson	0 0.00	2 0.95	2 0.95
		Assigned to Individual Total	0 0.00	5 1.34	5 1.34
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Hosting	Sean McMillan	0 0.00	1 0.58	1 0.58
		Assigned to Individual Total	0 0.00	1 0.58	1 0.58
	Voice Engineering	Julie Johnson	0 0.00	1	1

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Governor's Office

			High	Low	ATTR Total
Governor's Office	Voice Engineering	**Assigned to Individual Total**	0 0.00	1	1
	Voice Operations	Gail Christiansen	0 0.00	1 3.09	1 3.09
		Assigned to Individual Total	0 0.00	1 3.09	1 3.09
	Voice/Data/WAN Services	Mike Johnson	0 0.00	2 0.01	2 0.01
		Assigned to Individual Total	0 0.00	2 0.01	2 0.01
	Assigned Group Total		1 0.00	33 0.75	34 0.73
Customer Company Total			1 0.00	33 0.75	34 0.73

Governor's Office

Detail

INC000000502160	Kevin Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.29
Metro D Desktop Support		Michael Schmidt	Governor's Office	Low	Closed	TTR Missed: No	0.90
INC000000504736	John Nowoslawski	None	None	None		TIR Missed: No	0.00
Voice Engineering		Julie Johnson	Governor's Office	Low	Closed	TTR Missed: No	
INC000000505667	Michael Green	Application	Error	None		TIR Missed: Yes	7.71
Campus Networking		Jordy Davis	Governor's Office	Low	Closed	TTR Missed: Yes	9.96
INC000000507334	Samantha Julian	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.03
INC000000507600	Nancy Neilson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000507608	David Stoddard	Network	None	None		TIR Missed: No	0.18
Metro D Desktop Support		Eldon Jenson	Governor's Office	Low	Closed	TTR Missed: No	2.74
INC000000507660	Tami Black	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.11
INC000000507666	Tami Black	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.09
INC000000507668	Jason Malaska	Network	Incident	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000508079	Michael Green	Application	None	Microsoft Word		TIR Missed: No	0.36
Metro D Hosting		Sean McMillan	Governor's Office	Low	Closed	TTR Missed: No	0.58
INC000000510120	Cheralyn Anderson	None	None	None		TIR Missed: No	0.04
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.07
INC000000512120	Tami Black	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000512709	Bruce Miya	PC/Laptop	Error	Microsoft Windows XP Professi(	TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	0.08
INC000000513041	Teresa Pinkal	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000513677	Jennifer Joy	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000514602	Smith Monson	Network	Password	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Governor's Office	Low	Closed	TTR Missed: No	

Governor's Office

INC000000514637	Lena Ward	PC/Laptop	Performance	None		TIR Missed: No	0.75
	Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Closed	TTR Missed: No	1.57
INC000000515552	Bartly Mathews	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.27
INC000000516153	Gibson Peters	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000516347	Daniel O'bannon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000516351	Samantha Julian	None	None	None		TIR Missed: No	0.84
	Application Services	Tony Larsen	Governor's Office	Low	Resolved	TTR Missed: No	0.85
INC000000517968	Dean Healey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.28
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low	Closed	TTR Missed: N/A	
INC000000518105	Pamela Blackham	Telecom	Hardware	None		TIR Missed: No	0.64
	Voice/Data/WAN Services	Mike Johnson	Governor's Office	Low	Resolved	TTR Missed: No	0.01
INC000000518105	Pamela Blackham	Telecom	Hardware	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Mike Johnson	Governor's Office	Low	Resolved	TTR Missed: No	0.01
INC000000518167	Ann J Carrillo	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low	Closed	TTR Missed: No	0.85
INC000000518226	Michael Green	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low	Closed	TTR Missed: No	2.01
INC000000520555	Jennifer Joy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000522109	Tami Black	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	0.16
INC000000522759	Noleen Warrick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000522825	Noleen Warrick	Telecom	Feature	Telephone		TIR Missed: No	0.26
	Voice Operations	Gail Christiansen	Governor's Office	Low	Resolved	TTR Missed: No	3.09
INC000000523516	Samantha Brouse	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000523779	Greg Bell	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Governor's Office	High	Resolved	TTR Missed: No	0.00
INC000000524133	Don Willie	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00

Governor's Office

INC000000525024	Greg Bell	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Resolved	TTR Missed: No	0.78
INC000000525625	Tami Black	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Resolved	TTR Missed: No	0.00